



水務署

Water Supplies Department

香港灣仔告士打道七號入境事務大樓 43 樓

43/F, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

電子郵遞

e-mail wsdinfo@wsd.gov.hk

電話

Telephone 2829 4367

圖文傳真

Facsimile 2824 0578

檔號

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Distribution: To all Licensed Plumbers and Authorized Persons

Dear Sir,

WSD Circular Letter No. 3/2010

Target Response Time for Completing the Key Activities in respect of the Application for Water Supply

In our Circular Letter No. 2/2000 dated 5 July 2000, we have provided target response time for completing the key activities in respect of the new application for water supply. To further step up our service to the public and the practitioners, we have recently reviewed the target response time to **the re-submission of plumbing proposal for application for water supply and the Form WWO 46 (Form G)**. A revised list of services and their target response time is summarized in Annex for your information.

In case your application is not processed within the target response time or you want to discuss the way in which your application has been handled, you are advised to contact the supervisory staff of our Regional Offices to which your application is submitted.

If after contacting our Regional supervisory staff you still cannot resolve your case, you may bring the matter to the attention of our headquarters in writing, and address your letter to:-

Chief Engineer/Customer Services
Customer Services Division
Water Supplies Department
Immigration Tower
7 Gloucester Road
Hong Kong

Yours faithfully,

(Roger LAM)
for Water Authority

(with Chinese translation)

c.c. Housing Department
Buildings Department
Architectural Services Department
Fire Services Department
The Hong Kong Housing Society
The Hong Kong Institute of Architects
The Hong Kong Institution of Engineers
The Hong Kong Institute of Surveyors
Hong Kong Federation of Plumbing & Drainage Ltd.
The Institute of Plumbing and Heating Engineering – Hong Kong Council
Hong Kong Plumbing and Sanitary Ware Trade Association Ltd.
Hong Kong Licensed Plumbers Association Ltd.
Hong Kong Plumbing General Union
Hong Kong Water Works Professionals Association Ltd.
The Hong Kong Institution of Plumbing and Drainage Ltd.
The Association of Registered Fire Service Installation Contractors
of Hong Kong Limited
Real Estate Development Association of Hong Kong

Target Response Time of Services Provided by Water Supplies Department

Services		Target Response Time
Reply to plumbing submissions for application for new water supply		20 clear working days ⁱ
<i>Reply to the re-submission of plumbing proposals for applicationⁱⁱ for water supply</i>	<i>(a) For those applications which do not require more than 5 water meters, storage tank or new connections from government mains</i>	<i>15 clear working days</i>
	<i>(b) Others</i>	<i>20 clear working days</i>
<i>Issue approved or refused Form WWO46 (Form G) to Licensed Plumber</i>		<i>5 clear working days</i>
Provide water supply connection after settlement of payment for general cases		8 weeks (or 14 clear working days after Excavation Permit has been obtained from Highways Department or District Land Offices)
Inspect completed inside service on receipt of Form WWO46 (Form H)		7 clear working days
Issue endorsed Form WWO46 (Form H) or WWO 1008 to Licensed Plumber after site inspection		3 clear working days
Commence fixing of water meter for new water supply (by WSD) after inside service has been checked in order		2 clear working days ⁱ for small scale new development ⁱⁱⁱ or existing building without plumbing modification

i This target response time has been included in the WSD Performance Pledge. Clear working days is the number of working days, excluding the two days on which the application is received and reply issued.

ii If defect in the submission is considered to be minor, the Water Authority will inform the applicant/licensed plumber to make amendments via phone as soon as possible.

iii This refers to those new developments which do not require more than 5 water meters or new connections from government mains.